

**Minutes**  
**BROWN COUNTY TRANSPORTATION COORDINATING COMMITTEE**  
**Monday, December 5, 2016**  
**Green Bay Metro Transportation Center**  
**901 University Avenue**  
**Green Bay, Wisconsin**  
**10:15 a.m.**

**ROLL CALL**

Diana Brown (Curative Connections)	<u>x</u>	Sandy Popp (Options for Independent Living)	<u>x</u>
Vinny Caldara (MV Transportation)	<u>      </u>	Cole Runge (BC Planning Commission/Green Bay MPO)	<u>x</u>
Corrie Campbell (BC Board of Supervisors)	<u>x</u>	Mary Schlautman (ADRC of Brown County)	<u>x</u>
Brandon Cooper (Oneida Nation)	<u>      </u>	Julie Tetzlaff (Cerebral Palsy Inc.)	<u>x</u>
Mallory Cornelius (ASPIRO)	<u>      </u>	Lisa Van Donsel (ADRC of Brown County Board)	<u>x</u>
Pat Finder-Stone (Citizen Member)	<u>x</u>	Derek Weyer (Wisconsin DOT NE Region)	<u>x</u>
Patty Kiewiz (Green Bay Metro)	<u>x</u>	Tina Whetung (Curative Connections Trans. Program)	<u>x</u>
Greg Maloney (Lakeland Care District)	<u>x</u>	Genny Willemon (BC Human Services)	<u>      </u>
Linda Mamrosh (Citizen Member)	<u>x</u>	John Withbroe (Green Bay Transit Commission)	<u>      </u>
Barbara Natelle (Syble Hopp School)	<u>      </u>	Vacant (BC Executive Department)	<u>      </u>

**Others Present:** Devon Christianson, Lisa J. Conard, Christel Giesen, and Aaron Schuette,

C. Runge opened the meeting at 10:15 a.m.

**ORDER OF BUSINESS**

1. Approval of the September 12, 2016, TCC meeting minutes.

A motion was made by S. Popp, seconded by M. Schlautman, to approve the September 12, 2016, TCC meeting minutes. Motion carried.

2. Presentation of the Brown County Rural Specialized Transportation Study.

A. Schuette presented the study via PowerPoint.

A complete copy of the report can be found at:

<http://www.public.applications.co.brown.wi.us/plan/planningfolder/transpotation/2016%20Brown%20County%20Rural%20Specialized%20Transportation%20Study.pdf> or by going to <http://www.co.brown.wi.us> and clicking on departments, planning, transportation, specialized transportation.

A. Schuette noted that in early 2016, the Aging and Disabilities Resource Center (ADRC) contracted with Brown County Planning Commission staff to prepare a study to evaluate demand for specialized transportation in the rural parts of the county.

A. Schuette touched on some of the issues surrounding rural specialized transportation. One issue is program eligibility. Clients have a difficult time determining the appropriate transportation provider and details of pick-up/drop-off and other issues. Availability is another issue; transportation is limited to areas served by Curative Connections and a limited number of volunteer drivers. Cost is a major issue, particularly short local trips. Geography was another issue identified.

A. Schuette stated that with the background information, demographics, surveys, individual meetings, and input from the study's advisory committee, the following recommendations

have been developed:

**Programmatic Recommendations:**

- Support the creation of a mobility manager position and travel trainer position.
- Both positions would help create efficiencies in directing clients to appropriate transportation options.
- Mobility manager position would focus on coordination efforts, service outreach, identifying financial resources, and building partnerships among municipalities, service providers, agencies, and clients.
- Travel trainer position would serve as a point of contact for customers and agencies to determine appropriate transportation options based on client needs and efficiencies.

**General Recommendations:**

- Expand Curative Connections' Service Area to the Urbanized Area boundary.
- Include growing areas of southern Suamico, southern De Pere, northern and central Hobart/Oneida, southwestern Town of Scott, and areas along edges of current service area.

Discussion occurred regarding the logistics of the proposed rural routes. Some members of the committee suggested that it may be difficult for some clients to get to the rural routes' pick-up points.

3. Discussion and action regarding Brown County's Section 85.21 Specialized Transportation Assistance Application for FY 2017.

C. Giesen stated that the ADRC has been administering Brown County's §85.21 program since 1993. It is estimated that Brown County currently contains 52,059 people who qualify for programs supported by §85.21 funds. A total of \$535,792 is available to Brown County through the §85.21 program in 2017, and Brown County will provide a required local match of \$107,158.

C. Giesen stated that the ADRC held the required public hearing on November 29. The consensus of those who testified indicated that they were happy to see the proposed expansion of transportation program provided by Curative Connections and the proposed establishment of the Specialized Transportation Mobility Management Program for Brown County.

C. Giesen provided an overview of the draft Brown County Section 85.21 Specialized Transportation Assistance Application for FY 2017.

2017 COUNTY PROJECT BUDGET SUMMARY						
Project Name	Brown County Human Services Department Van Driver	Curative Connections Transportation Services	Mobility Management in Brown County	Oneida Tribe Elder Services	Salvation Army	Totals
Total Projected Expenses	\$36,639	\$941,029	\$124,481	\$6,000	\$25,744	\$1,133,893
2017 s.85.21 Funds	\$30,533	\$467,191	\$24,818	\$5,000	\$8,250	\$535,792
s.85.21 Trust Fund	\$0	\$0	\$0	\$0	\$0	\$0
County Funds	\$6,106	\$93,438	\$4,964	\$1,000	\$1,650	\$107,158
Passenger Revenue	\$0	\$300,000	\$0	\$0	\$3,000	\$303,000
Older American Act	\$0	\$0	\$0	\$0	\$0	\$0
Section 5310	\$0	\$70,400	\$74,513	\$0	\$0	\$144,913
Other Funds	\$0	\$10,000	\$20,186	\$0	\$12,844	\$43,030

C. Giesen stated that the ADRC Board of Directors is scheduled to consider the plan later this month.

Discussion occurred regarding the passenger revenue generated by the Curative Connections transportation program.<sup>1</sup>

D. Brown and T. Whetung explained that approximately 2/3 of all passengers pay the standard \$3.00 per one-way trip rate. The balance of the passengers receive funding from a state or federal agency for transportation and, therefore, pay \$14.00 per one-way trip which is close to the actual cost to provide the trip. All revenue is put back into the program for operating expenses (call taking/dispatch staff, fuel for vehicles, etc.), capital expenses (vehicles), or program expansion. Curative Connections is allowed to prioritize rides with medical, nutrition, and employment trips being the top priority.

A motion was made by P. Finder-Stone, seconded by C. Campbell, to support Brown County's Section 85.21 Specialized Transportation Assistance Program Grant Application for FY 2017 as presented by staff. D. Brown and T. Whetung abstained as they represent an agency that

<sup>1</sup> Discussion under this item is in regard to the transportation program offered by Curative Connections as of July 1, 2015. Prior to this date, the service was provided by the Lakeland Chapter of the American Red Cross. The program offers demand-response transportation services to seniors and qualifying individuals with disabilities with use of a small-medium bus, van, or sedan.

is a recipient of the program. Motion carried.

C. Runge stated that he will provide ADRC staff with a letter reflecting the TCC's approval (this letter is attached at the end of the minutes).

4. Discussion of proposed updates to the Green Bay Urbanized Area's Section 5310 Program Recipient Coordination and Management Plan.<sup>2</sup>

C. Runge provided an overview of the proposed changes to the management plan. Text proposed to be added to the plan is as follows:

**Section 5310 Program Funding Set-Aside for Specialized Transportation Mobility Management Programs**

The need for a Specialized Transportation Mobility Management Program in Brown County has been discussed for many years by the ADRC of Brown County, Brown County TCC, and other groups that are concerned about transportation for seniors and people with disabilities.

Establishing a Specialized Transportation Mobility Management Program has also been recommended in every Brown County Coordinated Public Transit – Human Services Transportation Plan since the first plan was approved in 2006. But even with the widespread agreement that Brown County needs this type of mobility management program, there were funding and other barriers that made it difficult to establish one. However, this changed when MAP-21 modified the Section 5310 Program to allow mobility management programs to be funded as capital projects.

The modified Section 5310 Program provides an opportunity to fund up to 80 percent of the costs of Specialized Transportation Mobility Management Programs, and Green Bay Metro was awarded CY 2017 Section 5310 Program funding to cover slightly more than 60 percent of the costs of Brown County's first Specialized Transportation Mobility Management Program. Green Bay Metro was believed to be the most appropriate host agency for this mobility manager program because Metro has extensive experience with administering federal grants and providing paratransit and other public transportation services. Metro's existing transportation facility is also able to accommodate the mobility management program's staff and operating needs.

As the Specialized Transportation Mobility Management Program was being developed and discussed with the Brown County TCC, ADRC of Brown County, and BCPC Board of Directors, some discussion participants wanted the mobility management program's host agency to apply for Section 5310 Program funding annually to ensure that the new program is fulfilling its stated purposes before receiving additional money. But after considering this valid concern, the mobility management program's organizers strongly felt that a portion of the Green Bay Urbanized Area's annual Section 5310 Program funding allocation needs to be reserved for the mobility management program to provide reasonable certainty

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<sup>2</sup> The DR (Designated Recipient) serves as the fiscal agent for the program. Green Bay Metro was selected as the DR for the Green Bay Urbanized Area's Section 5310 Program because of its experience with similar federal transportation funding programs. As the DR for this program, Green Bay Metro is entitled to 10 percent of the funding available for program administration.

that the program's existence will not be determined on a year-to-year basis. This reasonable funding certainty was believed to be necessary because the program's success will depend on its ability to attract and retain qualified staff who will remain in their positions long enough to:

- Establish and maintain relationships with a variety of people and agencies throughout the county;
- Learn and thoroughly understand the county's many public and private transportation options and be able to determine the most suitable transportation option for each trip; and,
- Know the state and federal regulations that govern specialized transportation services and the programs that provide assistance to seniors and people with disabilities.

**Section 5310 Program Funding Set-Aside:** To provide reasonable certainty that an existing Specialized Transportation Mobility Management Program's existence will not be determined on a year-to-year basis, the Recipient Coordination and Management Plan reserves 50 percent of the Green Bay Urbanized Area Section 5310 Program's annual project funding (i.e. the total allocation for that year minus the Section 5310 Program administration set-aside of 10 percent) for Specialized Transportation Mobility Management Programs that currently receive funding through the urbanized area's Section 5310 Program. The BCPC Board of Directors may also approve a funding request above 50 percent of the urbanized area's annual project funding amount if it is requested by the project sponsor.

**Biannual Reports to Justify Funding Set-Aside:** The Mobility Coordinator is required to complete biannual reports to demonstrate that the program is serving the entire county and that the stated purposes of the program are being fulfilled. The biannual reporting periods and the specific items that need to be addressed in the biannual reports are identified in the Project Monitoring and Reporting Requirements section of the Recipient Coordination and Management Plan.

These biannual reports will be provided to the BCPC Board of Directors (as the Section 5310 Program's funding approval body), the other agencies that are providing funding for the mobility management program during the six-month periods covered by the biannual reports, and the Brown County TCC. If the BCPC Board of Directors determines that the mobility management program is not fulfilling its stated purposes, the BCPC Board of Directors has the option to deny future Section 5310 Program funding for the mobility manager program.

C. Runge also referred the committee to pages 23 and 24 of the document. The Mobility Coordinator will report key information regarding the status of the program in six-month intervals to the TCC, ADRC Board of Directors, Brown County Planning Commission Board of Directors/MPO Policy Board. This information will be used to determine if the stated purposes of the program are being fulfilled and if Section 5310 funding should continue to be set aside for the program.

C. Runge stated that staff believes it is necessary to establish the set-aside of the Section 5310 program to attract and retain quality applicants for the Mobility Coordinator and Travel Trainer positions. A key component of the Mobility Coordinator position is to establish, maintain, and grow relationships with agencies and individuals throughout Brown County. This will not be

possible if the coordinator is not a long-term employee.

C. Campbell asked who established the work duties for the Mobility Coordinator.

C. Runge stated that Green Bay Metro created the job description with significant input from the ADRC and MPO staffs.

P. Kiewiz stated that the proposed partnership with the ADRC is similar to its partnerships with area communities.

P. Kiewiz stated that the individuals holding the positions will be treated like any other Metro staff. They must perform or they will be replaced.

P. Kiewiz stated that the Mobility Management program positions are not going to supplement the operation of Green Bay Metro.

C. Campbell stated that she wants to see the Mobility Coordinator and Travel Trainer focusing efforts in the rural area in addition to the urban area.

C. Runge stated that demand for specialized transportation services exists in the county's rural areas, but it also exists in the county's urbanized area. The Mobility Management program will be funded by a combination of urban and rural funding sources, and it will address specialized transportation needs throughout the entire county.

D. Christianson stated that the Mobility Management program has been discussed for many years and the recently completed Rural Specialized Transportation Study confirmed the need.

D. Christianson further stated that this is a service needed by both urban and rural Brown County residents.

L. Conard reviewed the parameters of the proposed funding:

**Federal Section 5310.** Funds for specialized transportation for use in the *urbanized* area as defined by the federal government. The Green Bay MPO/Brown County Planning Commission Board of Directors allocates funds to specific projects. Green Bay Metro is the direct recipient.

**State of Wisconsin Section 85.20.** Funds for public transportation for use in the Green Bay *urban* area which includes Green Bay Metro's partners; Green Bay, De Pere, Allouez, Ashwaubenon, and Bellevue. Green Bay Metro is the direct recipient.

**State of Wisconsin Section 85.21.** Funds for specialized transportation to be used in both *urban and rural* Brown County and assigned to specific programs by the ADRC. A small amount of Brown County levy is required as a match to the 85.21 funds.

L. Conard noted that the local funds proposed for the project amounts to less than four cents on the dollar.

The majority of the proposed funding is for urban area services. However, in developing the proposed program, staff was cognizant of the need to balance urban and rural needs.

C. Runge noted that the Wisconsin Department of Transportation was consulted as staff was developing the project proposal, and WisDOT staff supports the project and the funding

arrangement.

D. Brown stated that she felt uncomfortable with a set-aside for a program that has not been established or proven. C. Campbell concurred and requested that the concern be presented to the approving bodies. C. Runge agreed to do so.

C. Runge acknowledged this concern and stated that the reason the set-aside is being proposed now is to demonstrate to qualified applicants that the program will continue to be funded beyond 2017.

C. Runge noted that no action is required for this item. The proposed changes will be considered by the BCPC Board of Directors on December 7 and the Green Bay Transit Commission on December 21.

5. Discussion regarding the performance of the state's non-emergency medical transportation manager (MTM).<sup>3</sup>

L. Conard distributed the report and provided information via PowerPoint.

L. Conard provided a summary of the total number of eligible Brown County residents using the service.

Brown County Profile	
Item	Number/ %
Population Estimate for Brown County in 2015	258,718
Number of eligible persons living in Brown County in 2015	75,622
Number of eligible persons living in Brown County making at least one trip in 2015	1,130
Percent of eligible persons living in Brown County making at least one trip in 2015	1.5%
Number of trips with an origin in Brown County in 2015	58,450
Number of public and/or private operators under contract with MTM serving Brown County in 2015	12

L. Conard noted the complaints substantiated by the Wisconsin Legislative Audit Bureau included:

- MTM unable to provide eligible trips (no vehicle available)
- vehicle not arriving to transport client (provider no-show)
- vehicle arriving more than allowable 15 minutes late (provider late)
- drivers arriving without the appropriate vehicle (needed wheelchair accessible vehicle)
- extensive hold times when calling to make an appointment
- general quality of service issues

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<sup>3</sup> MTM is the private transportation broker hired by the Wisconsin Department of Human Services to coordinate Non-Emergency Medical Transportation (NEMT) services for qualifying Medicaid and BadgerCare Plus clients.

L. Conard noted that key performance indicators required by the contract including average on-hold time, substantiated complaints, and unsuccessful trip rates are currently being met. L. Conard reported that MTM's performance is trending in the right direction but cautioned that issues may be underreported.

C. Campbell stated that she and many advocates for specialized transportation throughout the state are in favor of a regional approach to NEMT. C. Campbell has had discussions with state legislators and the Brown County Executive about this, and she is hopeful that Brown County or the Brown County area can be a pilot for the regionalization of transportation services (with the goal of improving services at a lower cost).

S. Popp noted that two Mobility Management programs in the northern part of the state have partnered with MTM in an effort to improve services. S. Popp suggested that the program administrators may have valuable insight on best practices, etc.

6. Round robin discussion about specialized transportation services in Brown County.

J. Tetzlaff reported that she is very pleased with the service provided by MV and Curative Connections to the CP Center.<sup>4</sup>

7. Other matters.

The tentative meeting schedule for 2017 is as follows:

Monday, March 13, 2017  
Monday, June 12, 2017  
Monday, September 11, 2017  
Monday, December 4, 2017

Green Bay Metro Transportation Center  
901 University Avenue  
Green Bay, Wisconsin  
10:15 a.m.

8. Adjourn.

C. Runge closed the meeting at 12:13 p.m.

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<sup>4</sup> Discussion is in regard to the paratransit program offered by Green Bay Metro to qualifying clients under contract with MV Transportation, a private transportation company.



Attachment

Letter to the ADRC Board of Directors noting action taken by the TCC regarding  
Brown County's Section 85.21 Specialized Transportation Assistance Application for FY 2017

TRANSPORTATION COORDINATING COMMITTEE

*Brown County*



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December 5, 2016

Devon Christianson, Director  
Aging and Disability Resource Center of Brown County  
300 South Adams Street  
Green Bay, WI 54301

Dear Devon:

On December 5, 2016, the Brown County Transportation Coordinating Committee (TCC) approved the Aging and Disability Resource Center of Brown County's application for FY 2017 Section 85.21 funds.

In addition to being consistent with Brown County's current Coordinated Public Transit – Human Services Transportation Plan, this project will help the TCC's member agencies achieve their mission of providing affordable and convenient transportation services to seniors and people with disabilities in Brown County.

Please contact me at (920) 448-6480 with questions or comments.

Sincerely,

A handwritten signature in black ink, appearing to read "Cole Runge".

Cole Runge, Chairperson  
Brown County Transportation Coordinating Committee

cc: Christel Giesen, ADRC Assistant Director  
Mary Schlautman, ADRC Information and Assistance Program Team Lead  
Lisa Conard, Brown County Senior Transportation Planner